

SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Monday 27 June
Report Subject	Mental Health Support Services and Substance Misuse Services in Flintshire
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

Mental Health Support Services are made up of three main strands:

- Intensive Support Team
- Community Living and Medium Support Team
- Occupation and Employment Team (comprising Double Click Design, Growing Places, Social Links, Training project and Next Steps).

Each strand has its own Community Living Co-ordinator to oversee services. The services work together to ensure that each individual's personal goals and needs are being met, maintaining people in their own homes and communities.

There has been a general increase in referrals this and all teams have noted an increase in the level and complexity of the support required in comparison to previous years.

All services require referrals from Community Mental Health Team/Community Rehabilitation Team. Community Mental Health team are a separate service and are jointly managed with Health. Social Links has some open access groups and also take referrals from Substance Misuse Team. Next Steps in addition takes referrals from Primary Care Support Team and Substance Misuse Team.

The aim of Flintshire County Council's Mental Health Support Service is to provide a flexible range of support for people with mental health problems in line with the principles of "recovery". Recovery means that people have the right to build meaningful lives for themselves and to have valued roles, regardless of their mental health problems. Support involves working in partnership with people so that they may take more responsibility and eventually become independent in managing their homes, in participating in their local communities, and in

undertaking employment activities or other volunteering and educational opportunities. The various support services teams aim to provide services which reflect the highest quality and best value for the service user.

Details of the Substance Misuse Service are provided below.

RECOMMENDATIONS

1	Members receive the detailed report and note the progress of Mental Health Support Services.
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REPORT DETAILS

1.00	MENTAL HEALTH SERVICES & SUBSTANCE MISUSE SERVICES IN FLINTSHIRE
1.01	This has again been a very successful year for the team as a whole in terms of delivering a service to a high number of people in challenging circumstances. Double Click Design after much hard work and commitment became a Social Enterprise in January 2016 and the Team Manager of Mental Health Support Services was nominated and shortlisted for a Leading Wales award for her contribution in this. The winner will be announced at the forthcoming award ceremony in Cardiff in June 2016. Report authors to identify the background and considerations which have led to the recommendations for decision.
1.02	Social Links continued to provide a flexible and responsive support in the form of a wide variety of activities within the community. It should be noted that in addition to the 94 people supported on Social Links' register, a further 53 individuals not included in these figures have been supported via open access groups and drop ins (147 individuals in total). These provide a "safety net" for those people who may not be accessing formal services via Community Mental Health Teams.
1.03	The Learning for Wellbeing program continued to provide learning opportunities via the training partnership which exists between mental health services, the FCC training department and various voluntary sector organisations within the county. The training programme during the year took 519 bookings for various courses, with over 90% attendance rate, demonstrating how popular these sessions are.
1.04	At Growing Places the garden furniture restoration project was hugely successful over the winter and this has now expanded to the rest of the year. The increase in business income has enabled the team to buy a number of new machines, and this has helped improve the quality of the finished work. The team has also this year transformed a patch of waste ground at the back of the building into a wildlife garden and vegetable patch.
1.05	Next Steps in 2015/16 assisted a total of 96 people to identify education and learning needs, 40 to undertake voluntary work and 16 to have work

	<p>experience. They also supported 33 people to gain careers advice, 32 to create a CV and 28 to complete job applications. Of the 16 people supported to gain paid employment, 2 individuals were helped to successfully set up their own businesses and were supported to access funding and appropriate training for this. Job retention is a major part of the role at Next Steps, and regular contact with employers has helped those who needed the support to stay in their positions (10 people in total).</p>
1.06	<p>The Community Living and Medium Support Team continued to focus on supporting people with serious and long term mental health issues in many varied tasks, so as to assist them in managing and maintaining their own homes. This helps prevent hospital admissions and ensures that individuals are able to remain living in the community. Examples of outcomes achieved include: 55 people supported to access specialist housing advice and 41 benefits advice, 57 supported to budget and pay bills, 56 supported to complete household tasks, 49 supported to use public transport, 80 to engage with health services, 68 to complete shopping tasks and 64 to plan and prepare healthy meals.</p>
1.07	<p>Intensive Support Team supported a total of 61 individuals during the year with high level support needs (often initially requiring support more than once a day) to either move into their own accommodation or to remain in the community when their tenancies were at immediate risk. Eleven people were successfully supported to move out of long term residential care or hospital into the community. Fifteen people supported and then closed to the team moved on to independence from support services, with others moving to lower level support. Ten people continue to be supported longer term for several times per week to stay in their own homes and out of residential care.</p>
1.08	<p>During 2015/16 over 389 individuals were supported by Mental Health Support Services, many of them by more than one of the services. Of the 128 people who were supported and then closed to the team during the period, 121 had their support plan goals fully or partly met at point of closure. The average monthly amount of people open to the overall team at any one time was 269. As previously mentioned, none of the above figures include the large number of people supported solely via drop-ins, open access groups and the Learning for Wellbeing program as they do not have to be formally referred to the service. This is so as to be proactive in assisting people to achieve wellbeing without coming into formal services unnecessarily.</p>
1.09	<p>The Substance Misuse Service</p> <p>The Substance Misuse Service (SMS) is a multi-disciplinary team who are responsible for the delivery of health, social care and treatment services within communities to those individuals requesting assistance with their substance misuse problems, and their family and carers. The team consists of Nurses, Social Workers, Consultant Psychiatrist, junior Doctors, GP's, Administrators, Support Workers. They are based in Deeside but support people living anywhere in Flintshire. There is a mobile vehicle which tours communities offering practical support and advice.</p>
1.10	<p>There are approximately 350 people 'open' to the team at any one time. From a recent service user evaluation, we can confirm that the majority of</p>

	people using the services are aged 25-40. The areas people want support with is mainly accommodation, managing money and improving their mental health.
1.11	There is a high level of satisfaction with the outcomes the service has assisted in achieving including support with accommodation and support to increase independence. This has risen over recent years.
1.12	In addition to services and treatment offered to people who are misusing substances, there is also a project which works preventively to encourage people to make positive decisions about their physical and mental health. Examples include a series of health cooking groups, social groups, wellbeing taster sessions at gym, spa, bowling green etc.
1.13	Both Mental Health Support Services, and Substance Misuse Services will promote the use of Direct Payments as a means of service users taking control and making choices about how they are supported. This is supported by the new Social Services Well Being Act who actively encourage the use of Direct Payments.

2.00	RESOURCE IMPLICATIONS
2.01	None.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	The Mental Health Support Services survey has been devised in a way that attempts to capture whether the services provided have been delivered in line with the principles of Recovery. The opportunity is also provided for people to give any general feedback about the service or highlight any improvement areas.
3.02	Feedback from one attender on the Mental Health First Aid course was <i>"I really enjoyed the MHFA. It really helped me understand and be more aware of my own illness"</i> .
3.03	On receiving assistance from Next Steps to gain paid employment at a haulage company - <i>"I just wanted to say thanks very much for all your help over the last couple of years. Without people like you supporting me this wouldn't be happening for me. Again from the bottom of my heart thank you"</i> .
3.04	On being supported to move house under very difficult circumstances, a support worker in Community Living Team received this: <i>"thank you for all you for all you have done and continue to do for me, I am very grateful as are my children. You're one in a million!"</i>

4.00	RISK MANAGEMENT
4.01	None.

5.00	APPENDICES
5.01	<u>Annual Performance Report Mental Health Support Services 2015/16</u>

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Contact Officer: Jo Taylor, Service Manager Disabilities Susie Lunt, Senior Manager Integrated Services</p> <p>Telephone: 01352 704395/1407</p> <p>E-mail: jo.taylor@flintshire.gov.uk susie.lunt@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS